



ASIAN INFRASTRUCTURE
INVESTMENT BANK



PROJECT-AFFECTED PEOPLE'S MECHANISM (PPM)

The Project-affected People's Mechanism (PPM) is the independent accountability mechanism of AIIB. It provides an independent and impartial review of complaints from Project-affected people who believe they have been or are likely to be adversely affected by AIIB's failure to implement its Environmental and Social Policy (ESP).

Complaints-resolution, Evaluation and Integrity Unit (CEIU)

PPM FUNCTIONS

1



Project Processing Query (PPQ)

The PPQ function enables Project-affected people to obtain rapid resolution of their concerns over simple matters which arise during AIIB's environmental and social due diligence of a Project, and which do not require dispute resolution. They may query about (i) the consultation process related to a Project; or (ii) requests to address any environmental nuisance such as dust, noise or mobility restrictions experienced during Project preparation.

2



Dispute Resolution (DR)

The DR function facilitates a dialogue between AIIB, the Project-affected people and/or the Client with a view to agreeing on actions to mitigate known and quantifiable, potential or actual material adverse environmental or social impacts that arise during AIIB's environmental and social due diligence of a Project or during Project implementation.

3



Compliance Review (CR)

The CR is designed to investigate allegations by Project-affected people that AIIB has failed to comply with its obligations under the ESP in its environmental and social due diligence of a Project or its oversight of the Project during implementation. Such noncompliance may cause or is likely to cause material adverse environmental or social impacts on the Project-affected people. If the allegations are substantiated, the CR can review any AIIB-proposed action plan to address these impacts.

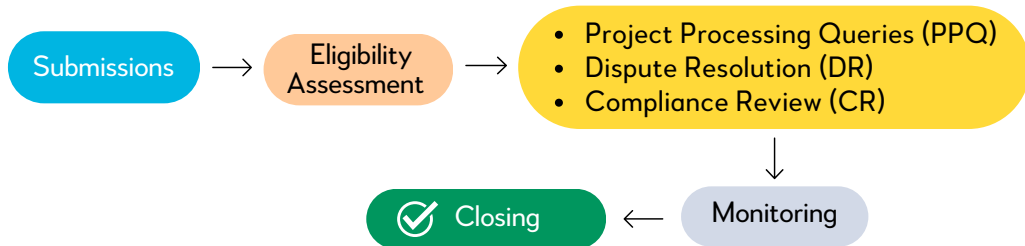
WHO CAN FILE A SUBMISSION

Two or more Project-affected people (also known as Requestors) may file a submission and send it directly to the PPM. Requestors may also authorize an in-country representative (Authorized Representative) to file a submission on their behalf. This representative may be a relative, trusted individual or organization. In exceptional situations when in-country representation is unavailable, Requestors may designate an individual or organization representative outside of the country as their Authorized Representative to file a submission.

What information to be included

- Names of Requestors, as well as address, contact details and preferred mode of contact.
 - Designated Authorized Representative's name and contact details and Requestors' authorization to the Authorized Representative to file a submission on their behalf.
 - Any request for confidentiality of the identity of the Requestors or of an in-country Authorized Representative or other information, and reasons for such request.
 - Name and location of the AIIB-financed Project concerned.
 - What Requestors consider to be the direct and material adverse environmental or social issues to be addressed.
- Additional information (optional):**
- The provisions of the AIIB Environmental and Social Policy that Requestors consider have not been complied with along with how this non-compliance occurred.
 - Any steps taken by the Requestors to resolve the issue (e.g., approaching the Client; the Project-level Grievance Redress Mechanism; AIIB Management; government, judicial or law enforcement bodies) and the outcome.
 - The issues that are still not resolved.
 - Requestors' view of the best way to approach the issue and the most satisfactory result.
 - Whether Requestors are submitting a Project Processing Query, Request for Dispute Resolution or Request for Compliance Review.

PPM Workflow





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How to make a Submission to PPM?

**PPM submissions may be sent by
email to:** ppm@aiib.org

or by mail to:

Managing Director
Complaints-resolution, Evaluation & Integrity Unit (CEIU), Asian
Infrastructure Investment Bank (AIIB)
Tower A, Asia Financial Center, No.1 Tianchen East Road
Chaoyang District, Beijing 100101 China

Language of Submission

Submissions may be filed in English or in any official or national language of the Requestor.

Confidentiality

Confidentiality may be requested for a variety of reasons, including risk of retaliation. The request for confidentiality and the reasons for the request should be provided with the submission.

Scan the QR code to
submit a complaint to AIIB's
Project-affected People's
Mechanism (PPM)



Find sample submission forms
in various languages on the [AIIB website](#)



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